

August 15, 2002

Subject: Important Notice Re Maintenance Medication

Dear CalPERS Member:

I am writing to inform you of some important dates in regard to your maintenance medication(s). As you know, on August 1, 2002, Health Plan of the Redwoods' (HPR) Board of Directors made the difficult decision to wind-down operations and liquidate its assets. HPR will terminate health care coverage on October 31, 2002.

This means, HPR members who utilize our mail order/Internet prescription benefits should be aware of the following cutoff dates for filling maintenance medications:

1. Express Scripts, HPR's mail order and Internet prescription refill vendor, must receive all mail order/Internet requests for **90-days' refills** of maintenance medications by August 31, 2002. Mail/Internet requests for maintenance medications received after August 31, 2002, will not be filled.
2. After August 31, 2002, you will only be able to obtain a **30-days' supply** of maintenance medication from an HPR-participating pharmacy. HPR-participating pharmacies will fill 30-days' prescriptions through October 31, 2002. **To fill a 30-day maintenance medication, you must obtain a prescription from your physician or request that the pharmacy contact the physician and obtain it for you.**
3. Beginning November 1, 2002, please work with your new health care plan and your primary care physician for all your prescription needs.

If you have any questions about your existing HPR health care coverage, please call HPR Customer Services at 707-525-4300 or 800-248-2070, Ext. 300, Monday through Friday between 8 a.m. and 5 p.m. HPR Customer Services Representatives will be pleased to help you. The hearing and speech impaired can use the California Relay Service's toll-free number: 800-735-2929 (TTY/TDD). Ask for Health Plan of the Redwoods at 707-525-4300. You will not lose health coverage because of HPR's decision to end its operations. Very soon, CalPERS will send you instructions about continuing your health care coverage through another CalPERS health plan effective November 1, 2002. Please watch your mail for these instructions.

Sincerely,

Peter Kwok, PharmD
Vice President, Pharmacy Services